AMENDMENTS TO THE CLAIMS:

The following listing of claims will replace all prior versions and listing of claims in the subject application:

1. **(Currently amended):** A computer-implemented method of providing automated services comprising the steps of:

interacting with a user via an automated interactive voice response system;

authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;

querying an awards database to determine whether an awards account is associated with said user;

acquiring itinerary data from said user;

querying an itinerary database with said itinerary data and receiving a plurality of itineraries;

providing to said user said plurality of itineraries;

receiving from said user a selection of an initial itinerary from said plurality of itineraries;

querying said awards database and determining if said user's awards account contains sufficient awards for said initial itinerary;

upon determination that said user does not contain sufficient awards for said initial itinerary, providing to said user an alternative itinerary for which said user's awards account contains sufficient awards;

receiving from said user a selection of said alternative itinerary;

prompting said user to ticket or hold said selected itinerary;

upon a selection by said user to ticket said alternative itinerary, ticketing ~~or holding~~ said alternative itinerary;

upon a selection by said user to place the selected itinerary on hold:

placing said selected itinerary on hold for a predetermined amount of time;

providing said user a reference number indicative of said selected itinerary to enable later retrieval of said selected itinerary; and

canceling the selected itinerary if said user does not ticket the held selected itinerary within the predetermined amount of time;

prompting said user to enter baggage data;

acquiring baggage data from said user, wherein the baggage data comprises arrival date; determining whether the arrival date is within a predetermined threshold;

if the arrival date is within said predetermined threshold, querying a baggage database with said baggage data for information in said baggage database[[;]] and providing said information to said user; and

if the arrival date is outside said predetermined threshold, transferring said user to an operator.

2. **(Previously presented):** The computer-implemented method according to claim 1, further including the step of:

confirming said selected itinerary.

3. **(Canceled)**.

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4. **(Previously presented):** The computer-implemented method according to claim 1 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

5. **(Previously presented):** The computer-implemented method according to claim 1, further including the step of:

 assigning seats to said user for said selected itinerary.

6. **(Previously presented):** The computer-implemented method according to claim 1, wherein said user is transferred to an operator upon request.

7. **(Previously presented)** The computer-implemented method according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. **(Previously presented)** The computer-implemented method according to claim 1, wherein said identification data is biometric data.

9. **(Previously presented):** The computer-implemented method according to claim 8, wherein said identification data is voice data.

10. **(Previously presented):** The computer-implemented method according to claim 1, wherein

said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

11. **(Previously presented):** The computer-implemented method according to claim 1, wherein said awards database is a look-up table.

12. **(Currently amended):** A computer-implemented method of providing automated services comprising the steps of:

interacting with a user via an automated interactive voice response system;

authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;

utilizing said identification data to access an awards account;

querying an awards database to determine whether an awards account is associated with said user;

acquiring itinerary data from said user;

querying an itinerary database with said itinerary data;

providing to said user a plurality of ~~one or more~~ itineraries;

prompting said user to select an itinerary from said plurality of itineraries;

querying an awards database to determine if said user's awards account contains sufficient awards for said selected itinerary;

upon determination that said user does not contain sufficient awards for said selected itinerary, providing to said user an alternative itinerary for which said user's awards account contains sufficient awards;

receiving from said user a selection of said alternative itinerary;

prompting said user to ticket or hold said selected itinerary;

upon a selection by said user to ticket said alternative itinerary, ticketing or holding said alternative itinerary;

upon a selection by said user to place the selected itinerary on hold:

placing said selected itinerary on hold for a predetermined amount of time;

providing said user a reference number indicative of said selected itinerary to enable later retrieval of said selected itinerary; and

canceling the selected itinerary if said user does not ticket the held selected itinerary within the predetermined amount of time;

prompting said user to enter baggage data;

acquiring baggage data from said user, wherein the baggage data comprises arrival date; determining whether the arrival date is within a predetermined threshold;

if the arrival date is within said predetermined threshold, querying a baggage database with said baggage data for information in said baggage database[[;]] and providing said information to said user; and

if the arrival date is outside said predetermined threshold, transferring said user to an operator.

13. **(Previously presented):** The computer-implemented method according to claim 12, further including the step of:

    confirming said selected itinerary.

14. **(Canceled).**

15. **(Previously presented):** The computer-implemented method according to claim 12 wherein said user interacts with said automated interactive voice response system utilizing vocal responses.

16. **(Previously presented):** The computer-implemented method according to claim 12, further including the step of:

    assigning seats to said user for said selected itinerary.

17. **(Previously presented):** The computer-implemented method according to claim 12, wherein said user is transferred to an operator upon request.

18. **(Previously presented):** The computer-implemented method according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. **(Previously presented):** The computer-implemented method according to claim 12, wherein said identification data is biometric data.

20. **(Previously presented):** The computer-implemented method according to claim 19, wherein said identification data is voice data.

21. **(Previously presented):** The computer-implemented method according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. **(Previously presented):** The computer-implemented method according to claim 12, wherein said awards database is a look-up table.

23–24. **(Canceled).**

25. **(Previously presented):** The computer-implemented method according to claim 12, wherein said automated services are provided by an airline.

26. **(Previously presented):** The computer-implemented method according to claim 25, where said user is a customer of said airline.